



Central Records

POST/DUTY ASSIGNMENT: BONDING COMPANY /PUBLIC COMPLAINTS		POST ORDER#:
CHAPTER REFERENCE:	FACILITIES: Central Records Bonding	
		NO. OF PAGES: 1

PURPOSE

THE PURPOSE OF THIS POLICY IS TO ESTABLISH A PROCEDURE FOR THE PUBLIC TO FILE WRITTEN COMPLAINTS OR CONCERNS REGARDING PROCESSES, DUTIES AND RESPONSIBILITIES FOR PERSONNEL ASSIGNED TO THE CENTRAL RECORDS AND BONDING DIVISIONS.

I. POLICY

The intent of this policy is to provide specific guidelines for filing written complaints when filed by bonding companies and/or the public regarding bond procedure discrepancies or perceived misconduct by Central Records or Bonding personnel.

II. PROCEDURE

Complaint Procedures

For immediate action, if a discrepancy occurs with a bonding representative, or a member of the public and a Harris County employee, the complainant may speak with the on duty supervisor and try to resolve the issue or choose to submit a written complaint. The complaint shall be evaluated by the on duty supervisor and appropriate action taken as needed.

How to file a complaint

For convenience, a complaint form can be printed from the bail bond board web site <https://bailbond.harriscountytx.gov> titled "**Complaint Form (Central Records/Bonding)**." Complaints will be accepted, 24 hours a day, 7 days a week. Complaints may also be made in person at the Bonding Office located at 49 San Jacinto, Houston Texas, 1st floor, Monday through Friday, 7:00 a.m. to 3:00 pm, to the on duty supervisor.

- a. The complainant may request to have the complaint form printed; the complaint form shall be printed from the above web site and given to the requestor.

When a complaint is received, it will be reviewed to determine the nature of the allegations. Once the nature of the allegation has been established, the complaint shall be logged, and referred to the proper authority through the Chain of Command for investigation and/or disposition.

III. Effective Date

2/7/2018